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Duke, Daphne

From: Matt Dean <mdean@telecompliance.net>
Sent: Thursday, October 23, 2014 3:04 PM
To: PSC_CLECreport
Cc: Grigsby, Kaitlyn
Subject: Service Quality Report - 3rd Quarter 2014 - Global Connection Inc. of America
Attachments: SC 2014 Q3 Qos - GCI.xls; SC QoS 2014 Q3 Cvr Ltr - GCI.pdf

Dear Commission, with copy to ORS,

Attached please find the Service Quality Report for Global Connection Inc. of America, for the 3rd Quarter for 2014. If you have any questions or if anything further is required, please let me know.

Thank you,

Matt W. Dean
Director of Regulatory Compliance
Telecom Professionals, Inc.
P.O. Box 720128
Oklahoma City, OK 73172-0128

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12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

Judith A. Riley, J.D.

October 23, 2014

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 3rd Quarter 2014 (ending September 30, 2014)

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 3rd quarter 2014 SCPSC Quarterly Service Quality Report for Global Connection Inc. of America. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt Dean

Matt Dean
Regulatory Agent

Cc: Kaitlin Grigsby; Office of Regulatory Staff; kgrigsby@regstaff.sc.gov

Office (405) 755-8177

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SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
3rd Quarter Results
Jul, Aug, Sep 2014

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 3rd Quarter / 2014

Month:	<u>July</u>	<u>August</u>	<u>September</u>
Number of customer Access Lines	<u>1,947</u>	<u>1,913</u>	<u>1,867</u>
	<u>61</u>	<u>89</u>	<u>80</u>
Trouble Report / Access Line (%)	<u>3.13%</u>	<u>4.65%</u>	<u>4.28%</u>
Customer Out of Service Clearing Times (%)	<u>75%</u>	<u>75%</u>	<u>75%</u>
New Installs Completed within 5 Days (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Michael Khoury

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